

**DETERMINATION AND FINDINGS  
SOLE SOURCE PROCUREMENT**

**Requisition No.:** RQ761365

**Caption:** Spanish Voice Response System

**Proposed Contractor:** Syntellect, Inc.

**Program Agency:** Department of Employment Services (DOES)

**FINDINGS**

**1. Authorization:**

D.C. Official Code §2-354.04, 27 DCMR1304 and 1702

**2. Minimum Need:**

The Office of Contracting and Procurement, on behalf of the Department of Employment Services (DOES) has a need for Syntellect, Inc. to provide a Spanish voice response system to accompany the Syntellect Voice Platform which is already installed and running under the DOES.

**3. Estimated Reasonable Cost:**

The estimated reasonable cost is \$47,000.00.

**4. Facts Which Justify Sole Source Procurement:**

1. The DOES currently uses the Syntellect Voice Platform Solution. Syntellect Inc. is the sole provider of products, maintenance, and services which may augment the existing system.
2. There are no other products/solutions compatible with the existing Syntellect Voice Platform.
3. Use of another vendor would void warranties covered for the existing Syntellect Voice Platform.

**5. CERTIFICATION BY AGENCY HEAD:**

I hereby certify that the above findings are true correct and complete.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Lisa Mallory  
Agency Director  
Department of Employment Services

**6. CERTIFICATION BY CONTRACTING OFFICER:**

I have reviewed the above finding and certify that they are sufficient to justify the use of the sole source method of procurement under the cited authority. I certify that the notice of intent to award sole source contract was published in accordance with 27 DCMR 1304 and that no response was received. I recommend that the Chief Procurement Officer approve the use of the sole source procurement method for this proposed contract.

\_\_\_\_\_  
Date

\_\_\_\_\_  
John Dean  
Contracting Officer  
Office of Contracting and Procurement

**DETERMINATION**

Based on the above findings and in accordance with the cited authority, I hereby determine that it is not feasible or practical to invoke the competitive bidding process under either Section 402 or 403 of the District of Columbia Procurement Practices Act of 2010 (D.C. Law 18-371; D.C. Official Code § 2-354.03). Accordingly, I determine that the District is justified in using the sole source method of procurement.

\_\_\_\_\_  
Date

\_\_\_\_\_  
James D. Staton Jr.  
Chief Procurement Officer  
Office of Contracting and Procurement